

Jeremy Kitsell

16 Gould Road, Feltham, Middlesex, TW14 8AB

Telephone 0208 707 9972 Mobile 07598 319 535 Skype jeremy.kitsell

Email jeremykitsell123@aol.com

December 2008 to Current Keypath Ltd, Associate providing admin and general support

- Introduced to the Keypath MD by Kuwait Petroleum International Aviation Company.
- Assisted consultants with the ISO 9001 project for Kuwait Petroleum International Aviation. Produced management process maps using MS Visio, procedural documents and other word documents from consultants hand written notes.
- Revised the Keypath marketing leaflets and case studies using MS Publisher.

March 2001 to November 2008

Kuwait Petroleum's (Q8), International Diesel Service (IDS), Enhanced Redundancy

Customer Service & Senior Operations Coordinator

Management Support

- Member of the project team who transferred my department to the European head office in Belgium. Included, an eight week assignment in Antwerp Belgium where I provided training to our replacement Customer Service and Operations team.
- Assisted my manager with the day to day running of our department of nine people.
- Deputised as manager for two months in 2007, after my manager was off sick.
- Trained and assisted the Customer Service and the Operations Coordinator.

Customer Service

- Provided customer service for all of our major and minor accounts.
- Investigated and resolved customer transaction invoice queries e.g. overpayments, incorrect pricing, service/site issues, duplicate transactions and misallocated payments.
- Maintained the credit note procedure. Investigated, justified, produced, and despatched.
- Performed daily credit control to contact customers for early payment.
- Credit stopped accounts in accordance with the company credit policy.
- Negotiated deposits to increase credit limits and reduce exposure to bad debt.
- Attended meetings with the Finance Manager and Credit Controller to review and resolve the aged debtor list.
- Reconciled supplier invoices with values up to £120,000.
- £2,000 Personal invoice approval which covered the majority of office purchases and supplier invoice payments.
- Created bespoke customer payment statements from SAP by exporting data to Excel and reorganising into a list of invoices and matching payments.

Administration

- Completed the quarterly UK Management Health & Safety report for my department.
- Calculated supplier's quarterly bonus payments.
- Annually reviewed the department procedures and work instructions for accuracy and relevance.
- Arranged air travel and hotels for UK team members.
- Communicated the dubious & fraudulent transaction reports to internal and external contacts.
- Processed, printed and despatched the twice monthly invoices to customers.
- Prepared and inserted customer rebates into the system.
- Produced and despatched fuel cards and pin numbers to customers.
- Produced monthly stock reconciliation reports for the IDS sites.

Areas of Improvement

- Co-managed a successful project to source and integrate Goldmine customer relations management software.
- Introduced letter templates for customer service coordinators who used to create separate letters.
- Redesigned the 'Customer Weekly Price Communication' which was MS Excel/Word based.

Product Pricing and Communication to Customers

- Calculated the UK GBP and Irish Euro weekly price for diesel, industrial gas oil, ad blue and lubricants.
- Communicated customers prices to all customers, via fax/email using Outlook from Word's mail merge function with data merged in from Excel pricing spreadsheets that I created and maintained.

Data Analysis

- Created monthly Excel reports for my manager and department colleagues showing customers sales volume across Europe by country and by sites. I used SQL scripts to extract customer transaction data from our database and create reports using MS Excel's pivot table, sub totals and chart functions.

Operations

- Received and uploaded fuel card transaction batches from suppliers into our system.
- Monitored site stock levels and arranged fuel tanker deliveries to prevent the sites from running dry.

November 1999 to February 2001 Terry Smith Logistics Ltd partner of Hellman Logistics, Customer Service & Operations Coordinator

- Head hunted to leave Nightfreight Ltd by the depot manager.
- Negotiated same day courier and international prices for the delivery of packages.
- Processed damaged goods and coordinated insurance claims.
- Provided administration support for the sales team and the depot drivers.
- Data entry of customer's consignments to produce labels and routing data.
- Inserted and maintained customer rebates.
- LGV 2/CAT C licence providing illness cover for the depot drivers.

February 1997 to October 1999 Nightfreight Ltd, Customer Service and Sales Ledger Coordinator

- Similar duties to the role with Terry Smith Logistics Ltd
- Head hunted by the depot sales manager who managed the Upgrade Network Ltd account.

March 1996 to December 1996	Upgrade Network Ltd, Warehouse Manager	Redundant
November 1992 to December 1995	National Upgrade Centre Ltd, Warehouse Operator	Redundant
October 1991 to November 1992	Timberland PLC, Warehouse Operator	Temp
July 1991 to September 1991	Electropatent Limited, Electrical Socket Builder	Temp

January 1993 to July 2004 Territorial Army Lance Corporal, Class 1 Radio Operator

- Managed and maintained the squadron radio signals equipment store.
- Authorised user of cryptographic communications material and equipment.
- June 2003 to November 2003. Peace keeping tour of duty in Southern Iraq. Attached to a transport unit radio section. Provided mobile communications for British military convoys and managed a small detached radio section for two months.
- Member of the regimental shooting team from 1994 to 2004. The best TA non-infantry team in the country.
- Ten years long service medal.

Education

- 2010, BA Business studies, Thames Valley University, Ealing.
Lectures are on Monday and Wednesday evenings from 18:30 to 21:30.
My expected minimum result is a 2:2 with honours and I was sponsored 75% by Kuwait Petroleum. I have one module and my dissertation to complete the course.
- 2000, HNC Computing. Thames Valley University, Slough.
- 1991, GCSE's Maths, English, English Literature, Science, Physics, Geography.

IT Packages

- 2007, Intermediate Microsoft Excel 2003 with introduction to macro.
- Microsoft – Windows XP, Office 2003, Visio, Outlook, Publisher, PowerPoint, Access and Map point.
- Creating SQL scripts to export data in comma separated variable files and then importing to Excel to create reports or perform data analysis using pivot tables and sub totals functions.
- 2004, Business objects – Compass report builder.